



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
FAMILY ASSESSMENT & PLANNING TEAM
COORDINATOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing clinical and administrative work for the Comprehensive Services Act (CSA) by coordinating and facilitating Family Assessment & Planning Team (FAPT) case management. Reports to the Comprehensive Services Act (CSA) Coordinator.

ESSENTIAL JOB FUNCTIONS

Facilitates FAPT meetings and mediates different agency agendas and service recommendations to obtain consensus on client services plans; oversees scheduling and preparation for meetings; ensures reviews are scheduled and files are maintained in accordance with state and local policies; develops Individual Family Service Plans (IFSP) and ensures clients are receiving proper services to meet individual needs; and interviews children and families to assess progress and completes clinical assessments using the Child and Adolescent Needs and Strengths (CANS) tool.

Assists the CSA Coordinator in preparing documentation for Interagency Council (IAC) meetings; conducts research, prepares reports, and provides general information regarding service provisions, funding sources and referrals; maintains records, enters data into the appropriate computer application system; and performs general administrative support functions.

Responds to inquiries regarding funding for customer services; determines appropriate services and eligibility for clients; interprets local, state and federal regulations and guidelines to ensure appropriate services and funding sources are utilized; resolves problems and complaints.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Thorough knowledge of available resources to include educational, developmental, social, health and court services for youth and their families. Knowledge of programs and policies including federal, state, and local regulations related to human services. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.

- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment /Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Social Work, Psychology, Education, or a related field and 3-5 years of closely related experience or an equivalent combination of education and experience. A Master's Degree in Social Work or Education and experience in group facilitation is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.